

**Service Management and Integrated Service Operations Centre (ISOC) Program Manager**

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| **Position Detail** |  |  |  |
| **Reports To** | Program Manager (Digital Investments) - Lead | **Group** | Chief Financial Officer |
| **Classification** | MRP1 Fixed term | **Location** | Canberra, Melbourne, Brisbane, Sydney considered |
| **Reports – Direct Total** | TBD |  |  |

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| **Organisational Environment** |

Airservices is a government owned organisation providing safe, secure, efficient and environmentally responsible services to the aviation industry.

Each year we manage over four million aircraft movements carrying more than 156 million passengers and provide air navigation services across 11 per cent of the world’s airspace.

Airservices has two major operating centres in Melbourne and Brisbane and a corporate office in Canberra. We operate 29 air traffic towers at international and regional airports and provide aviation rescue firefighting services at 26 Australian airports.

We are committed to continuing to improve our business by providing our customers with services they value and embedding new ways of working and technology investments to further innovate and optimise.

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| **Primary Purpose of Position** |

Airservices is seeking a program manager to lead the Service Management and Integrated Service Operations Centre (ISOC) Program to transform our information technology (IT) and operational technology (OT) service support environment by designing and implementing IT service management methods and practices.

This transformation involves people, process, information, technology and commercial considerations, and will enable Airservices to realise benefits for the organisation and the industry through improve service provision, responsiveness and reduce our operating costs. This program will also provide the foundation support frameworks for other programs such as OneSKY and the Enterprise Network Modernisation Program (ENMP).

As the **Service Management and ISOC Program Manager** you will be responsible for leading and inspiring a multi-discipline team from across the Airservices value chain, in conjunction with external suppliers and contractors, to deliver the Service Management and ISOC Program on time and within budget.

This role will require significant Executive leadership communication and skills to develop program strategy, insights and planning, aligned to the organisational strategic objectives. Strong stakeholder management skills will be essential to ensure timely and successful engagement of key internal and external stakeholders.

\*Note that internally this role is known as a Sub-Program Manager as it reports to the Program Manager (Digital Investments)

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| **Accountabilities and Responsibilities** |

As the **Service Management and ISOC Program Manager**, you will be required to undertake the following.

Position Specific

* Lead the design and implementation of our strategic agenda, providing thought leadership amongst the Senior Executive and Manager team, as well as other members across the value chain.
* Lead, plan and manage the Service Management and ISOC Program including budgeting, resource planning, milestones and measures, adopting recognised project management methodology
* Ensure all organisational governance requirements, management policies and standards are adhered to in the execution of the project
* Champion continuous focus on objectives, capabilities and realisation of service outcomes and benefits, whilst seeking opportunities to realise early benefits through the use of agile approaches.

People

* Create effective working relationship between team members and other stakeholders across the value chain and third-party suppliers and contractors, to ensure that there is effective alignment of all activities in support of the programme objectives.
* Lead, coach, develop, and support a high-performing team with an emphasis on creating an accountable performance culture.
* Drive contemporary program and project management and organisational change practices, such as:
* Work package, dependency and resource planning (including negotiation the sufficient allocation of resources external to the project)
* Assigning, monitoring and coordination of technical resources to achieve project outcomes
* Communicating all project risks, issues and dependencies in an effective and collaborative manner
* Maintaining relationships with key technical and business stakeholders

Compliance, Systems and Reporting

* Be accountable for ensuring alignment of program and project delivery and data capture and reporting activities to Airservices processes
* Anticipate, identify, monitor, mitigate and report all project risks, issues and dependencies, particularly those that impact service delivery and program performance
* Estimate the cost of the project to ensure forecasts are submitted and variances between forecast and actual are reviewed and communicated
* Define the work packages, deliverables and products to form the baseline artefacts Airservices and resources required to produce, and monitor the progress of these through to completion
* Plan and maintain a project schedule with the Scheduler that identifies work effort, roles and resources required, budget estimates, constraints and dependencies
* Align with the P3M stage gates and organise stage gate reviews when required.
* Adhere to enterprise governance systems and policies, including finance, safety, environmental, WHS, risk and compliance

Safety

* Set the benchmark for safety behaviours consistent with enterprise strategies and manage programs and projects in accordance with safety accountability requirements, including operational safety, human factors and work, health and safety.
* Ensure traceability and validation of safety requirements and how they are met.

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| **Key Performance Indicators** |

Efficient, Effective and Accountable

* Effective program and project management within all set tolerances (including budget, schedule and quality)
* Application of a structured program and project management, risk management and reporting methodology to support change initiatives
* Effective presentation of program and project status, risk and issue management and budgetary control to senior stakeholders and at governance meetings
* Effective data management and capture techniques in compliance with Airservices standards and reporting tools/software
* Coach and mentor program and project support staff on best practice management techniques
* Provide team with clear direction, motivates and empowers others, and works effectively within the Airservices value chain
* Maintain a strong stakeholder focus by coordinating program and project related communication and attending meetings as required

Commercial

* Lead the program commercial requirements with commercial/procurement team manager, to deliver value for life of program adhering to Airservices procurement guidelines and procedures.
* Lead contracting and procurement activities as per Airservices requirements and standards, maintaining focus on a ‘best for enterprise’ outcome.
* Develop effective working relationships with contractors and vendors.

Safety

* Compliance with regulatory, safety, risk, environmental and any other applicable standards

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| **Key Relationships** |

* Senior Executive and Management – Executive level papers and briefings and verbal updates to inform decision making and direction.
* Portfolio and Program Managers – Provide timely and detailed updates on progress of program and conflicting priorities, issues and risks.
* Portfolio Governance and Delivery Management - Contribute towards program and project management improvement initiatives and engagement of program and project resources
* Schedulers – Manage the development and refinement of the program and project schedule
* Finance – Manage approvals, budget and reconciliation activities
* Internal stakeholders and resources – Information sharing with stakeholders and coordination of project assigned resources during the various phases of the program and projects.
* External vendors and stakeholders – Procurement and contract management performance management activities for the purpose of acquiring goods and services for the delivery of projects. External stakeholders will also include unions and Airservices regulator (Civil Aviation Safety Authority).

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| **Skills, Competencies and Qualifications** |

* Minimum 10 years experience leading program and/ or project delivery, including digital and business change transformation initiatives (e.g. cloud, service delivery, workforce changes). Experience in regulated environments, operational service delivery and/or aviation is also desirable.
* Strong written and verbal communication skills, with a proven ability to communicate with cut through on complex issues with senior executives, and internal and external stakeholders with a range of backgrounds (including vendors), and to escalate issues appropriately.
* Demonstrable experience with regard to leadership, interpersonal, consultative, organisational and facilitation skills, including demonstrated ability to build a productive and supportive delivery team.
* Demonstrable experience in leading and managing geographically diverse project teams
* Sound judgement, business acumen and decision making, with a focus on results in a service delivery environment and commercial considerations
* Demonstrable experience regarding analytical thinking and problem solving
* Certification in or an ability to demonstrate a deep level of understanding in P3M methodologies

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| **Performance Standards and Behaviours** |

As a member of Airservices, you will consistently demonstrate performance standards and behaviours that meet our Code of Conduct. This includes:

* Treating everyone with dignity, respect and courtesy
* Acting with honesty and integrity
* Acting ethically and with care and diligence
* Complying with all Airservices’ policies and procedures, and applicable Australian laws
* Disclosing and taking reasonable steps to avoid any actual, potential or perceived conflict of interest
* Behaving in a way that upholds our vision, mission and values, and promotes the good reputation of Airservices.